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U.S. Application No.: 10/018,441

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the

application:

LISTING OF CLAIMS:

1.   (*Currently Amended*) A multimedia collaboration reporting system for use in

connection with at least one underlying multimedia collaboration system network, the system

comprising:

an event monitoring module for monitoring events associated with the underlying

multimedia collaboration system network, said events comprising: internal network system

events, external network system events and service events, said monitoring module responsively

generating corresponding event information;

a database module for receiving event information and recording the monitored events

event information therein and for classifying the monitored events event information according

to predetermined characteristics and attributes; and

a reporting module for receiving query parameter information from a user and for

generating a report in accordance with the query parameter information using the event

information recorded in the database module.

2.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein there are configured to monitor events associated with a plurality of multimedia

collaboration system networks, [[and]] wherein one of the modules is deployed in a centralized

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manner with respect to a particular one of the plurality of multimedia collaboration system

networks.

3.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein there are configured to monitor events associated with a plurality of multimedia

collaboration system networks, [[and]] wherein any of the modules are decentralized by being

deployed in a distributed manner among the plurality of multimedia collaboration system

networks.

4.   (*Original*) The multimedia collaboration reporting system of Claim 3, wherein

the decentralization of any of the modules results in a first system architecture that mirrors a

network architecture which is common to a selected one of the multimedia collaboration system

networks.

5.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein the events include comprise one or more of server startup events, server shutdown

events, user login events, user logout events, call events, call error events, service events [[and]]

or service error events.

6.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5,

wherein the database module further comprises a startup record operable to store event

information corresponding to the server startup events are maintained in a startup record stored

in the database module.

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7.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 6,

wherein the startup record includes comprises any of startup time information, error code

information, error string information [[and]] or supplemental information.

8.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 5,

wherein the database module further comprises at least one shutdown record operable to store

event information corresponding to the server shutdown events are maintained in a shutdown

record stored in the database module.

9.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 8,

wherein the shutdown record includes comprises any of shutdown time information, error code

information, error string information [[and]] or supplemental information.

10.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 5,

wherein the database module further comprises at least one user login record operable to store

event information corresponding to the user login events are maintained in a user login record

stored in the database module.

11.   *(Currently Amended)* The multimedia collaboration reporting system of Claim

10, wherein the user login record includes comprises any of user ID information, login time

information, client information [[and]] or supplemental information.

12.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 5,

wherein the database module further comprises a user logout record operable to store event

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information corresponding to the user logout events ~~are maintained in a user logout record stored~~ ~~in the database module~~.

13.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 12, wherein the user logout record ~~includes~~ comprises any of user ID information, logout time information, client information [[and]] or supplemental information.

14.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5, wherein the database module further comprises at least one call record operable to store event information corresponding to the call events ~~are maintained in a call record stored in the database~~ ~~module~~.

15.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 14, wherein the call record ~~includes~~ comprises any of caller information, call session information, callee information [[and]] or timing information.

16.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 5, wherein the database module comprises at least one call error record operable to store event information corresponding to the call error events ~~are maintained in a call error record stored in~~ ~~the database module~~.

17.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 16, wherein the call error record ~~includes~~ comprises any of call failure information, session information, call information [[and]] or timing information.

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18.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 5, wherein the database module further comprises at least one service record operable to store event information corresponding to the service events are maintained in a service record stored in the database module.

19.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 18, wherein the service record includes-comprises any of service resource information, session information [[and]] or timing information.

20.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 5, wherein the database module further comprises at least one service record operable to store event information corresponding to the service error events are maintained in a service error record stored in the database module.

21.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 20, wherein the service error record includes-comprises any of service resource problem information, operational error information, session information [[and]] or timing information.

22.   *(Currently Amended)* The multimedia collaboration reporting system of Claim 1, wherein the database module comprises a plurality of localized databases, each localized database configured to store the monitored event information [[from]] associated with a particular multimedia collaboration system network and a centralized database configured to

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centrally maintain the stored information [[from]] <u>associated</u> each of the plurality of localized

databases.

23.   (*Previously Presented*) The multimedia collaboration reporting system of Claim

1, wherein the database module comprises a centrally located database configured to maintain

the monitored event information.

24.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein the database module comprises a plurality of localized databases, each database

configured to store the monitored event information [[from]] <u>associated with</u> a particular

multimedia collaboration system network.

25.   (*Original*) The multimedia collaboration reporting system of Claim 1, wherein

the reporting module is configured to generate either standard or customizable reports relating to

the operation of the multimedia collaboration system network in response to the database query

parameter information.

26.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein the reporting module ~~includes~~ <u>comprises</u> a web-based interface for providing either of a

web-based query or response interactivity to the reporting module such that a database query can

be formulated and provided via the Internet.

27.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein <u>the reporting module is operable,</u> in response to the query parameter information, ~~the~~

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~~reporting module performs~~ to perform either of predetermined calculations or conditional tests

on the event information stored in the database module in order to generate a report.

28.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein the report ~~is formulated as~~ comprises a machine readable report file.

29.   (*Currently Amended*) The multimedia collaboration reporting system of Claim

28, wherein the report ~~is formulated as~~ comprises a comma separated value report file.

30.   (*Currently Amended*) The multimedia collaboration reporting system of Claim 1,

wherein the report ~~is formulated as~~ comprises a combination of textual and graphical data.

31.   (*Currently Amended*) A multimedia collaboration system for conducting a

conference among a plurality of participants comprising:

a multimedia collaboration system network, ~~including~~ for providing services to a plurality

of workstations each having a monitor for displaying visual images and A/V capture and

reproduction capabilities for capturing and reproducing video images and spoken audio of the

participants;

a data network providing a data path along which data can be shared among the plurality

of the workstations; and a data conference manager for managing the sharing of data between the

plurality of workstations; [[and]]

an independent reporting system connected with the multimedia collaboration system

network and configured to provide reporting analysis of the multimedia collaboration system

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network, the independent reporting system ~~including~~ comprising a network control system

configured to monitor event information, said event information comprising internal event

information, external event information and service event information, affecting the multimedia

collaboration system network;

a database configured to store the monitored event information;

a database query system configured to format a database query according to query

parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

32.   (*Currently Amended*) The multimedia collaboration system of Claim 31, wherein

the database comprises a plurality of localized databases, each database configured to store the

monitored event information [[from]] associated with a particular multimedia collaboration

system network and a centralized database configured to centrally maintain the stored

information [[from]] associated with each of the plurality of localized databases.

33.   (*Original*) The multimedia collaboration system of Claim 31, wherein the

database comprises a centrally located database configured to maintain the monitored event

information.

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34. *(Currently Amended)* The multimedia collaboration system of Claim 31, wherein the database comprises a plurality of localized databases, each localized database configured to store the monitored event information [[from]] associated with a particular multimedia collaboration system network.

35. *(Currently Amended)* The multimedia collaboration system of Claim 31, wherein the database query system includes comprises any of a standard filter formatter, a general filter formatter [[and]] or an SQL interface formatter.

36. *(Original)* The multimedia collaboration system of Claim 31, wherein the report generation system is configured to generate either standard or customizable reports about the multimedia collaboration system network in response to the database query parameter information.

37. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the reporting system includes a web-based interface for providing either of a web-based query or response interactivity such that a database query can be formulated and provided via the Internet.

38. *(Currently Amended)* The multimedia collaboration system of Claim 31, wherein the reporting system is operable, in response to the query parameter information, the reporting system performs to perform either of predetermined calculations or conditional tests on the event information stored in the database in order to generate a report.

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39. *(Currently Amended)* The multimedia collaboration system of Claim 31, wherein
the report is formulated as comprises a machine readable report file.

40. *(Currently Amended)* The multimedia collaboration system of Claim 39, wherein
the report is formulated as comprises a comma separated value report file.

41. *(Currently Amended)* The multimedia collaboration system of Claim 31, wherein
the report is formulated as comprises a combination of textual and graphical data.

42. *(Currently Amended)* A multimedia collaboration system for conducting a
conference among a plurality of participants comprising:

a multimedia collaboration system network, including a plurality of workstations each
having a monitor for displaying visual images and AN A/V capture and reproduction capabilities
for capturing and reproducing video images and spoken audio of the participants;

a data network providing a data path along which data can be shared among the plurality
of the workstations;

[[and]] a data conference manager for managing the sharing of data between the plurality
of workstations;

[[and]] an independent reporting system connected with the multimedia collaboration
system network and configured to provide reporting analysis of the multimedia collaboration
system network, the independent reporting system including a network control system
configured to monitor one or more of internal, external or service event information affecting the
multimedia collaboration system network;

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a database configured to store the monitored event information;

a web-based database query system configured to format a database query according to

query parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

43.   *(Previously Presented)* A method for generating reports identifying multimedia

collaboration system events, comprising the steps of:

monitoring internal network system events, external network system events and service

events, and recording event information corresponding to the monitored events to a database, the

stored event information being classified in the database according to a predetermined set of

characteristics and attributes;

querying the database with a set of query parameter information to generate an analysis

report; and

generating the analysis report in accordance with the query parameter information.

44.   *(Currently Amended)* A reporting system, comprising:

a network control system configured to monitor event information, said event information

comprising internal event information, external event information and service event information

of a multimedia collaboration system network;

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a database configured to store the monitored event information;

a database query system configured to format a database query according to query

parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report [[from]] based on the

monitored event information stored in the database in accordance with the database query

parameter information.

45.   (*Currently Amended*) The reporting system of Claim 44, wherein the database

query system includes comprises any of a standard filter formatter, a general filter formatter

[[and]] or an SQL interface formatter.

46.   (*Original*) The reporting system of Claim 44, wherein the report generation

system is configured to generate either standard or customizable reports relating to the operation

of the multimedia collaboration system network in response to database query parameter

information.

47.   (*Original*) The reporting system of Claim 44, wherein the reporting module

includes a web-based interface for providing either of a web-based query or response

interactivity such that a database query can be formulated and provided via the Internet.

48.   (*Currently Amended*) The reporting system of Claim 44, wherein the reporting

module is operable, in response to the query parameter information, the reporting module

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~~performs~~ to perform either of predetermined calculations or conditional tests on the event

information stored in the database in order to generate a report.

49. *(Currently Amended)* The reporting system of Claim 44, wherein the report ~~is~~

~~formulated as~~ comprises a machine readable report file.

50. *(Currently Amended)* The reporting system of Claim 49, wherein the report ~~is~~

~~formulated as~~ comprises a comma separated value report file.

51. *(Currently Amended)* The reporting system of Claim 44, wherein the report ~~is~~

~~formulated as~~ comprises a combination of textual and graphical data.

52. *(Previously Presented)* A reporting system, comprising:

a network control system configured to monitor event information, said event information

comprising internal event information, external event information and service event information

of a multimedia collaboration system network;

a database configured to store the monitored event information;

a web-based database query system configured to format a database query according to

query parameter information and to query the database in accordance with the database query

parameter information; and

a report generation system configured to generate an analysis report from the monitored

event information stored in the database in accordance with the database query parameter

information.

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 53. *(Currently Amended)* The reporting system of claim 52, wherein said event

information ~~comprise~~ comprises event logs and WAN call progress signals.

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